FIG. 1

200

COMPUTER
210

FIREWALL ⁀236

230

PROTOCOL
SERVERS
232

TRANSACTION
SERVERS
234

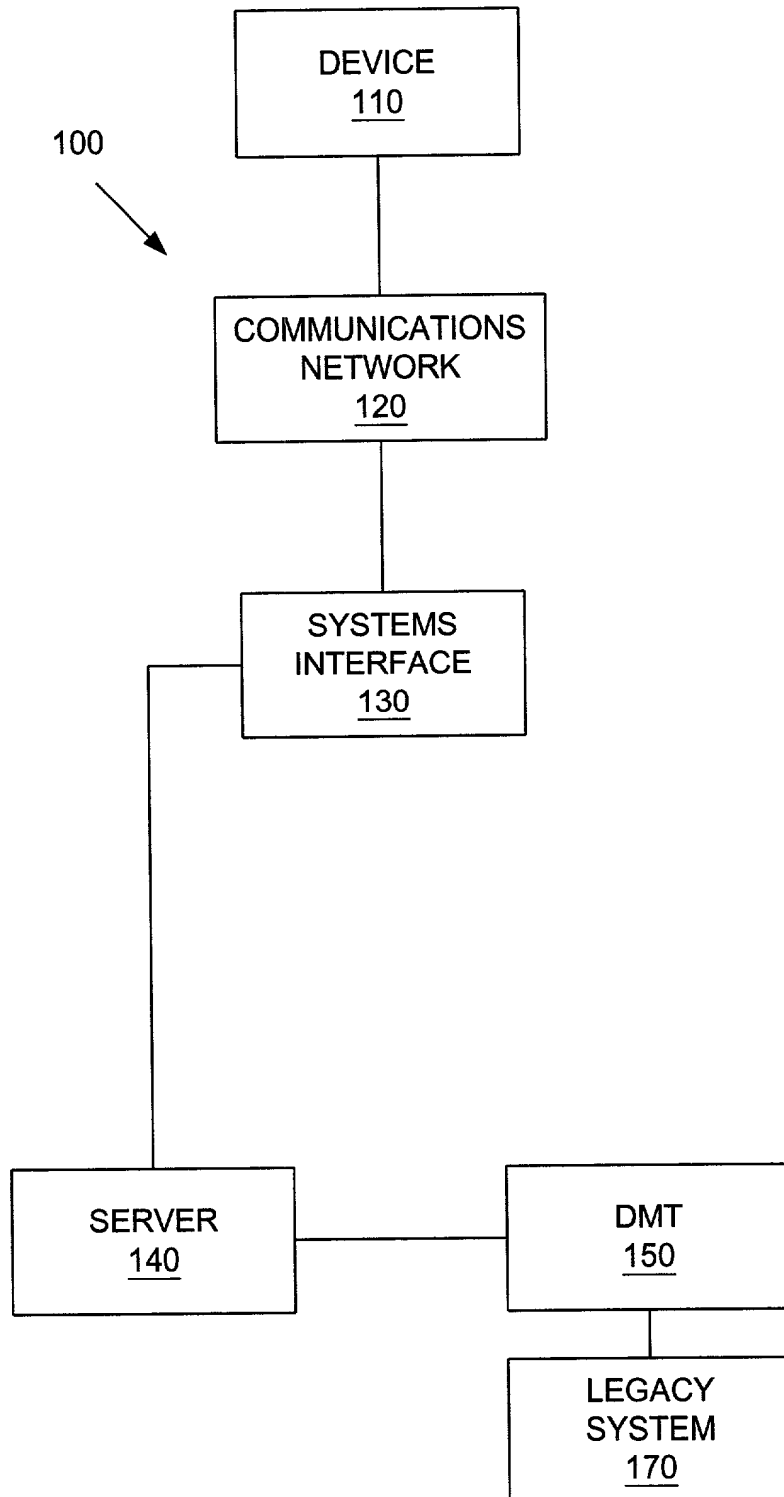LEGACY
SYSTEMS
270

MODEM
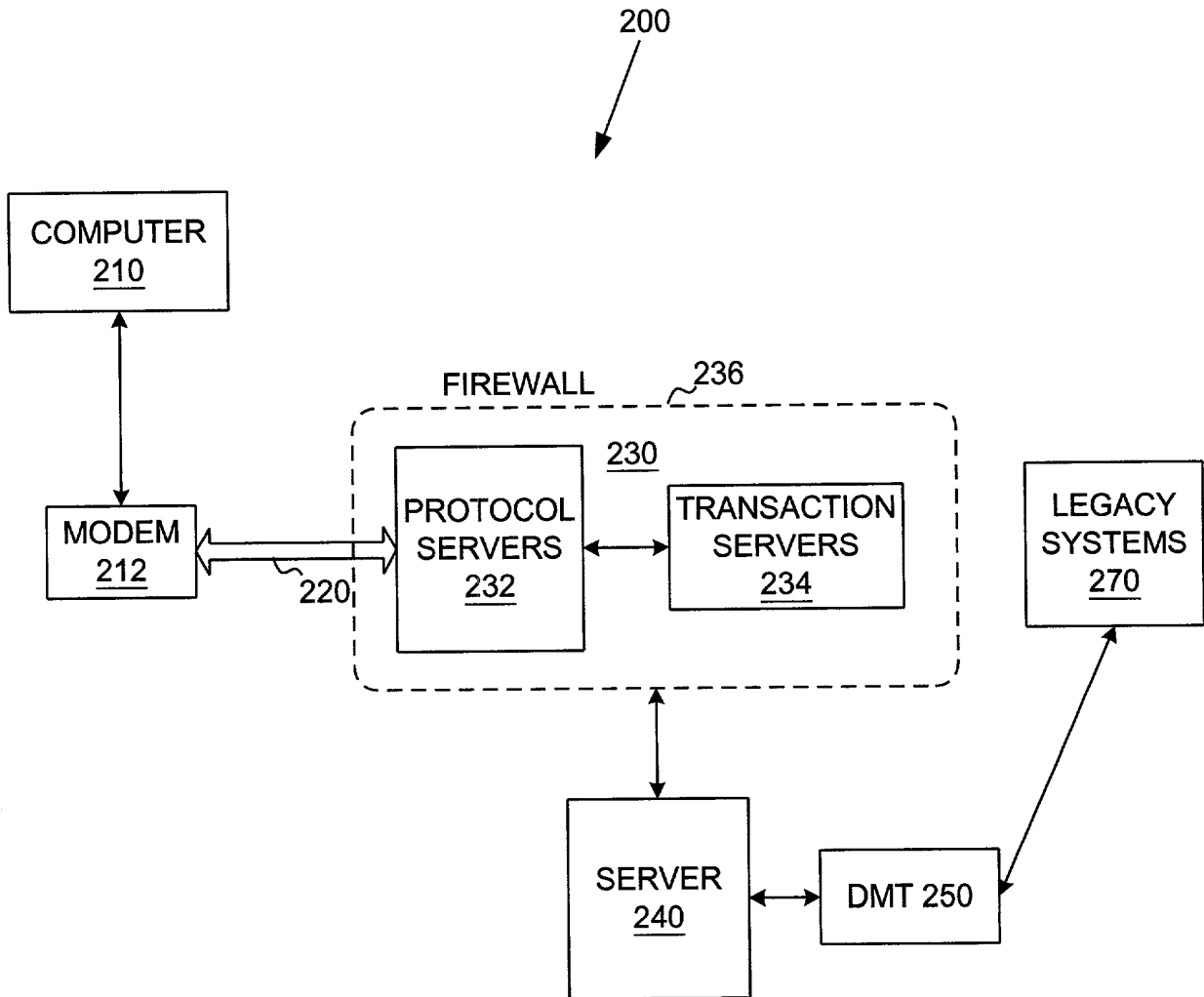212

220

SERVER
240

DMT 250

FIG. 2

300

PROJECT REFERENCE
NUMBER
310

RETURN DATE
340

NAME OF PERSON
AUTHORIZING DMT
320

RETURN TIME
342

NAME OF CUSTOMER
322

COMMENTS
350

CUSTOMER
TELEPHONE NUMBER
324

AUTHORIZATION DATE
360
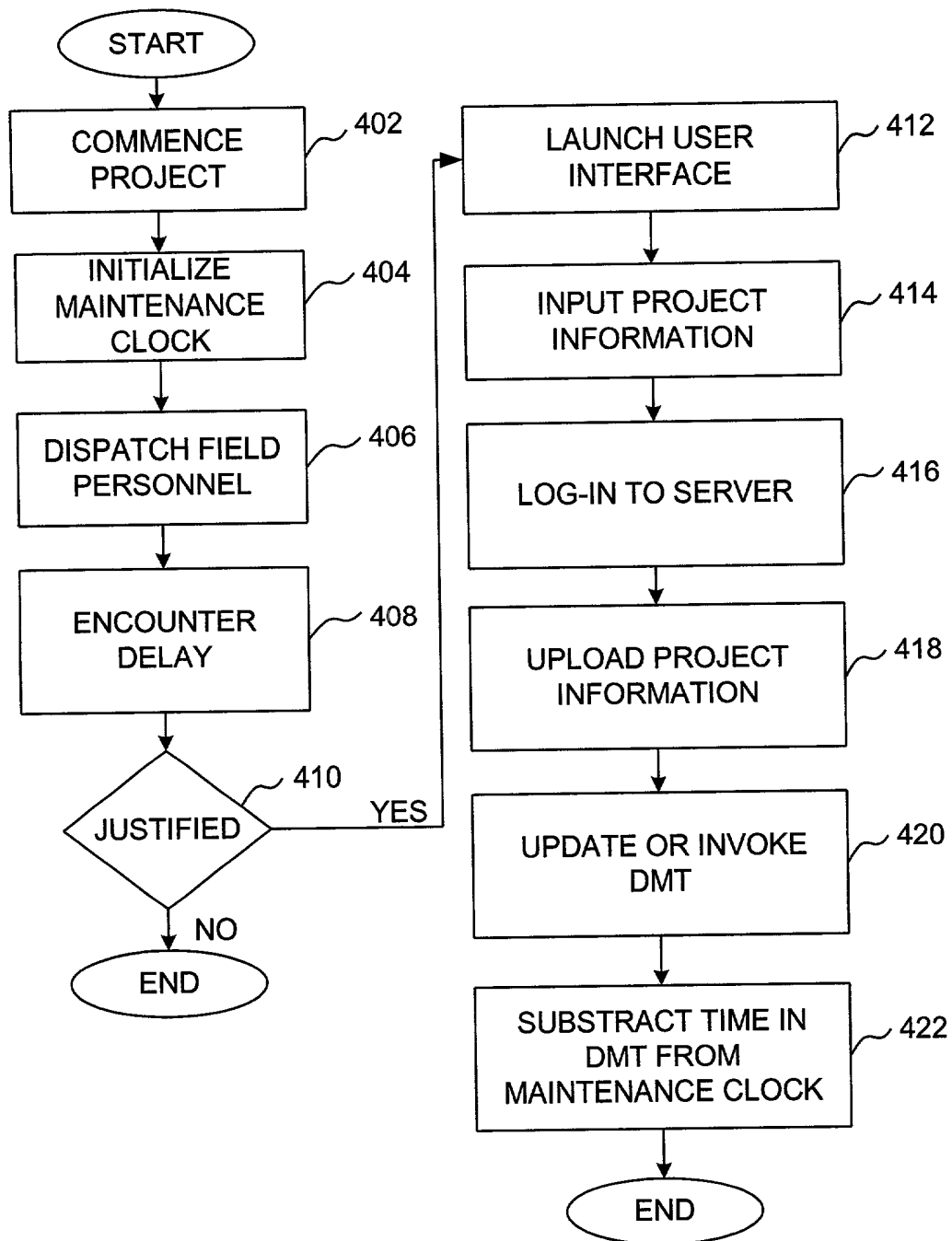
REASON FOR DELAY
330

AUTHORIZATION TIME
362

FIG. 3

FIG. 4